

## **Member Engagement Specialist**

CCCU is looking for a Member Engagement Specialist (MES), the credit union's version of a personal banker. You'll be responsible for assisting our members in opening and managing their accounts and finances by building long-term relationships and cross-selling the products and services that will help them be financially successful. We are looking for excellent communicators with solid knowledge of banking processes and products. Sales, banking and customer service experience can help you succeed in this role. The ideal candidate is passionate about helping others with accuracy, is self-driven, and familiar with financial institution regulations.

### **Responsibilities:**

- Assist and educate members on credit union products and services for their financial needs (e.g. loan products, online and mobile services, etc.)
- Manage member accounts professionally and securely: open, close and oversee transactions (e.g. deposits, withdrawals, transfers, and payments)
- Research and resolve issues with accounts and services in a timely manner
- Assist in conducting and documenting branch and drawer audits
- Refer members to in-branch financial experts, as needed (e.g. First Mortgage and Financial advisors)
- Follow Bank Secrecy Act (BSA) policies and procedures as they relate to this position.
- Other responsibilities as assigned.

### **Skills:**

- Proven experience as a personal banker or credit union equivalent; experience in sales and customer service is a plus
- Knowledge of personal banking practices and regulations
- Familiarity with banking software; excellent use of MS Office
- Ability to work diligently and independently to meet goals with high attention to detail, accuracy and thoroughness, with little supervision
- Excellent communication skills
- Member-oriented approach to handling problems with a positive attitude
- High School diploma required, Associates or Bachelor degree preferred
- 2+ years prior credit union or banking experience preferred

### **Benefits:**

- Health, dental and vision insurance
- Health Savings/ Flexible Spending accounts
- 401(k) and pension plans
- Life insurance and supplemental insurance
- Paid time off out of the office – Vacation time, Sick time and Paid Holidays
- Employee referral program
- Plus much more!